



FILE NAMING & FILE FORMAT:

Each special claim submission must be uploaded into the Procorem Work Center as one PDF file.

New Special Claim submissions:

PBCA Property Name Upload Date Unit# TenantLastName (EX: PBCA Happy Hills Apts 08132020 101 Hall)

Re-submitted Claims:

PBCA Property Name Upload Date Unit# TenantLastName – RESUBMIT

Additional Documents:

PBCA Property Name Upload Date Unit# TenantLastName – ADDITIONAL DOCS

Appealed Claims:

PBCA Property Name Upload Date Unit# TenantLastName – APPEAL

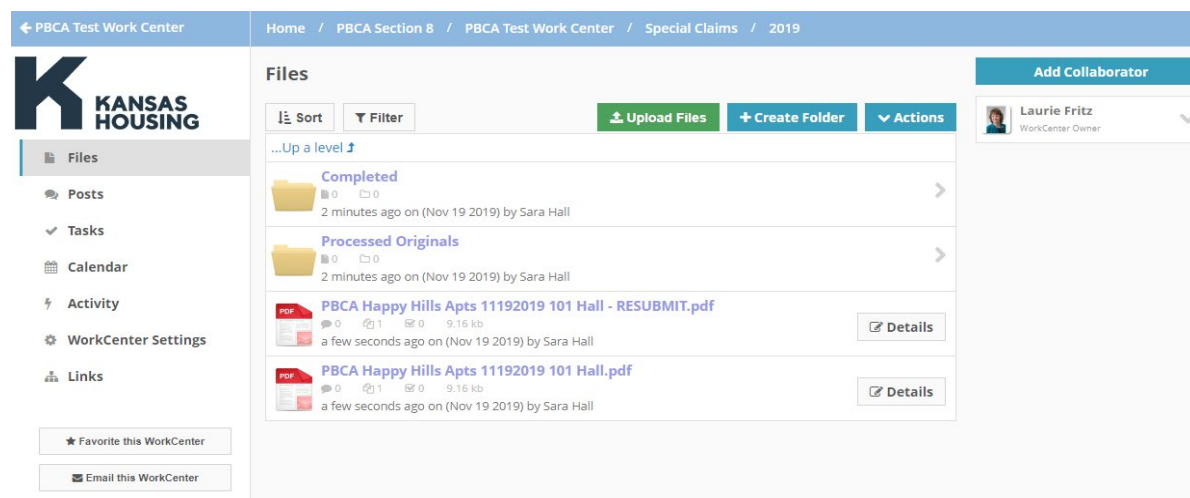
PROCOREM:

Uploading Claims: Owner/Agents must upload all special claims loosely into the Special Claim folder for the current year. Owner/Agents do **NOT** upload or move files into the ‘Completed’ or ‘Processed Originals’ folders.

Processed Originals: Once KHRC has completed processing the claim, our staff will move the original claim file into the ‘Processed Originals’ folder. O/A’s do not upload or move files into this folder.

Completed: The processed and completed claim along with the decision letter will be uploaded into the ‘Completed’ folder by KHRC staff.

Tasks: KHRC staff will set a task for returned and/or paused claims. The owner/agent must resubmit or provide the requested information by the due date set on the task or the claim will be denied and **ineligible** for resubmission. Once a task has been completed, the owner/agent must mark the task as “complete”.



TIMELINE AND DEADLINES:

KHRC will have 30 calendar days to review and determine the status all submitted claims.

If a claim is returned as incomplete and KHRC has *discontinued* processing, the owner/agent will have 30 days to resubmit a complete claim. The date the re-submitted claim is received will then begin a new 30-day processing window for KHRC staff.

If a claim is deemed incomplete and KHRC has *paused* processing, owner/agents will have until the specified due date to provide the required information. KHRC's processing time does not stop in this case.

A *complete* Special Claim must be received by KHRC within 180 calendar days from the date the unit is available for occupancy.

Once a complete claim has been processed, KHRC will upload the claim and decision letter to Procorem.

INCOMPLETE CLAIMS:

If KHRC determines a special claim to be incomplete, the owner/agent will be notified via Procorem post in one of two ways:

- **SPECIAL CLAIMS (Paused Incomplete Claim) – ACTION REQUIRED**

This post indicates KHRC has **paused** processing of the special claim. Further information and/or clarification is needed from the owner/agent in order for KHRC to resume processing.

A deadline will be provided as to the due date by which the information is needed. *If the owner/agent does not provide the requested information by the due date, the Special Claim will be denied and ineligible for resubmission.*

- **SPECIAL CLAIMS (Returned Incomplete Claim) – RESUBMISSION REQUIRED**

This post indicates KHRC has **discontinued** processing and **returned** the special claim. A list of missing items will be included with the post. The owner/agent will have the option to resubmit the completed special claim within 30 calendar days or the 180-day deadline if applicable. *If the owner/agent does not resubmit the claim within 30 calendar days, the claim will be denied and ineligible for resubmission.*

RESUBMISSION GUIDELINES for RETURNED CLAIMS:

If the owner/agent elects to resubmit the "Returned Incomplete Claim":

- The claim must be uploaded loosely into the current years folder for Special Claims in Procorem
- The claim must be uploaded in its **entirety** as 1 pdf file
- The claim must follow the correct naming format.
- The owner/agent must mark task as complete
- KHRC staff will have 30 days to review and process the resubmitted special claim.

If the owner/agent elects NOT to resubmit the "Returned Incomplete Claim":

- The Owner/Agent can post in Procorem stating they will not be re-submitting the claim. KHRC will then issue a denial letter OR
- The claim will be automatically denied once the deadline has passed.

APPEALS

If a **complete** special claim is denied or adjusted, the owner/agent may appeal the decision within 30 days of the date of the letter. The owner/agent is allowed one original submission, one resubmission and one appeal.

Once KHRC receives the appealed claim, staff will have 30 days to approve or disapprove the appeal. If a Special Claim was denied due to an incomplete submission or timeline requirement, the owner/agent may NOT appeal.

Appealed Special Claims must:

- include a brief explanation as to why the claim should be paid
- Include any new or supporting documentation.
- Follow proper naming format and uploading guidelines

REQUESTING PAYMENT:

The owner/agent will have 90 days from the date a claim is approved to request payment on the voucher. The decision letter and signed special claim forms must be submitted to EPS with the payment request. Any submission received after this date will be denied payment.

If the owner/agent misses the 90-day deadline, KHRC will upload a letter indicating the Special Claim is no longer eligible to receive payment.

FORMS & REFERENCES:

HUD - The HUD Special Claims Processing Guide includes sample forms for special claims submissions. A copy of this guide can be found [here](#).

KHRC - The following forms are available through the Contract Administrator's (KHRC) website located [here](#):

- Owner/Agent Checklist for Vacancy
- Owner/Agent Checklist for Damage and/or Unpaid Rent
- Reconditioning Log
- Life Expectancy Chart (*required form for Damage claim submission*)

QUESTIONS:

Procorem: Questions regarding special claims can be posted directly to the property's Procorem work center. KHRC staff will respond as quickly as possible.

Email: section8finance@kshousingcorp.org

Phone: 785-217-2049